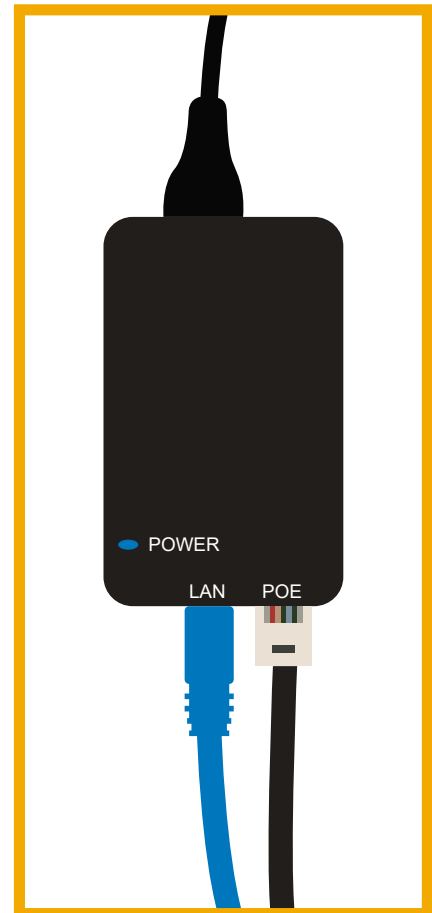


If you are one of our fixed wireless customers, your equipment to keep you connected looks a little different than our cable or satellite internet solutions. Because of that, the steps to power cycle your service are different than those other solutions. You have to take two additional steps to properly power cycle your fixed wireless connection.

How to Power Cycle Your Fixed Wireless Service:

1. First, unplug the router from the wall to power it down.
2. Instead of a traditional modem, you have what is called a Power Over Ethernet, or POE that functions like your modem. Your POE is outside and is connected via a cable inside which connects to a box. Reference the diagram to the right to see what the box looks like.

You'll need to disconnect this from the wall outlet to power it down.
3. Leave these two pieces of equipment unplugged for at least two minutes.
4. After two minutes, plug the POE cord back in first
5. Then plug the router back into the wall to power it back on.



Power cycling your connection is often times our first step in troubleshooting, and it should be yours too. If you experience issues with your connection, follow the above steps to properly power cycle your fixed wireless connection and you'll find that a majority of problems can be solved.

If you still need assistance, we're here to help. You can call, chat or email us and we'll be sure to get you the help you need.



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